Enhanced Service Plan

For Commercial Customers

LG is raising the standard of commercial display with our Enhanced Service Plan, known simply as ESP. The plan covers commercial grade TVs and digital signage displays.

Maximize your investment through the LG Enhanced Service Plan
Offering innovative and comprehensive service solutions tailored specifically to the needs of your business is important to LG. Our Enhanced Service Plan provides additional extended repair and service upgrades for your commercial LG products.

Go to LGsolutions.com and link to our social media sites.
Benefits Of LG Enhanced Service Plan (ESP):
LG’s Enhanced Service Plan protects your investment by offering extended service coverage provided by LG for commercial displays in the hospitality, healthcare, and digital signage markets. By offering this program, you will enjoy the added peace of mind that comes with knowing your products are protected.

- Competitive ESP pricing
- Up to an extended 3 years of parts and labor protection is available
- 24 or 48 hour Quick Swap (Advanced Exchange) maximizes up time of your display unit
- No limitation on number of repairs and swaps
- LG Authorized service technicians
- Hassle-free shipping & handling
- White-glove service with de/re-installation
- Service contract fully transferable within the United States

Service Options:

**Extended Service** – extends the length of warranty coverage of the product beyond basic warranty.

**Quick Swap** (Advanced Exchange) – Minimizes down time of device and quickly gets the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit. Service call for Advanced Exchange delivery must be made by 2:00 PM CST.
  - Next Business Day Exchange
  - 2nd Business Day Delivery

**White-glove Quick Swap** (Advanced Exchange) – An LG authorized technician will meet with you onsite. Technicians will remove, re-install, and return product. Service calls for Advanced Exchange delivery must be made by 2:00 PM CST.
  - Next Business Day Exchange
  - 2nd Business Day Delivery

Guidelines for LG’s Enhanced Service Plan (ESP):

**Information Needed to Activate or Schedule Service for Your ESP**
LG’s standard or ESP warranty begins at the time of installation. However you should always retain:
- Model Number, Serial Number, Description of Problem, Location of Unit, Contact Name, Phone Number & Email, Purchase Date and Property Name

**Terms and Conditions for LG’s ESP**
Your LG product warranty documentation provides detailed warranty terms and conditions. T&C’s will be delivered with the purchase of the warranty. Send your request to offering.desk@lge.com

**Service Plan Cancellation Policy**
Cancellation must be within 30 days of purchase to receive a full refund, less and claims paid.

**Shipping The Product That Needs To Be Returned For Replacement Or Repair**
Customer is responsible for packaging and returning of product. LG will provide a return shipping label.
ESP Overview:

Additional warranty services for LG commercial grade TVs and monitors are available at competitive prices. Below is a list of service options with its terms and conditions to meet the needs of your business.

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<td>N/A</td>
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* Replacement: LG certified refurbished will be provided
** TTL, Total Term Length
¹ Exceptions may apply for models over 65 inches. Not available to all destinations under the circumstances such as geographic locations, weather conditions, national or local disruption in transportation network (as operated and determined by shipping company). Service calls must be made by 2PM CST, calls received after cut off period will be processed the next day. Hours of operation Mon-Fri 8AM-6PM. Please call 888-365-3026 for service.
*** 6YR Standard extended warranties available for select models.

ESP Purchase
Commercial TV/Monitor Signage/Video Wall: 800.897.8871
Hospitality/Healthcare TV: 800.228.1236
Email Address: offering.desk@lge.com
Website: http://www.lg.com/us/support/business/enhanced-service-plan

ESP Service
Call: 888.865.3026 | Service Option 1, then 1
Email: comm.display@lge.com
8 am-6pm, Central Time M-F
Commercial TVs

2-Year TTL Options

24
Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

48
Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

White-Glove Quick Swap (Advanced Exchange)
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

White-Glove Quick Swap (Advanced Exchange)
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

3, 4 and 5-Year TTL Options

Extended Service
Extends length of warranty coverage of the product beyond the basic warranty.

24
Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

48
Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

White-Glove Quick Swap (Advanced Exchange)
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

White-Glove Quick Swap (Advanced Exchange)
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

Service call for Advanced Exchange delivery must be made by 2:00 PM CST.

If you have additional questions or would like to purchase LG’s Enhanced Service Plan for your recently purchased displays, please contact your sales representative:
Digital Signage | Video Wall

3-Year TTL Options

- **Quick Swap (Advanced Exchange)**
  - **Next Business Day Delivery**
  - Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

- **Quick Swap (Advanced Exchange)**
  - **2nd Business Day Delivery**
  - Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

- **White-Glove Quick Swap (Advanced Exchange)**
  - **Next Business Day Delivery & Service**
  - An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

- **White-Glove Quick Swap (Advanced Exchange)**
  - **2nd Business Day Delivery & Service**
  - An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

4 and 5-Year TTL Options

- **Extended Service***
  - Extends length of warranty coverage of the product beyond the basic warranty.

- **Quick Swap (Advanced Exchange)**
  - **Next Business Day Delivery**
  - Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

- **Quick Swap (Advanced Exchange)**
  - **2nd Business Day Delivery**
  - Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

- **White-Glove Quick Swap (Advanced Exchange)**
  - **Next Business Day Delivery & Service**
  - An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

- **White-Glove Quick Swap (Advanced Exchange)**
  - **2nd Business Day Delivery & Service**
  - An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

* 6YR option available for select models.
Hospitality | Healthcare TV

2-Year TTL Options

Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

White-Glove Quick Swap (Advanced Exchange)
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

White-Glove Quick Swap (Advanced Exchange)
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

3, 4 and 5-Year TTL Options

Extended Service
Extends length of warranty coverage of the product beyond the basic warranty.

Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

White-Glove Quick Swap (Advanced Exchange)
Next Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 1 business day. Technicians will remove, re-install and return the unit.

White-Glove Quick Swap (Advanced Exchange)
2nd Business Day Delivery & Service
An LG authorized technician will meet you onsite for an Advanced Exchange within 2 business days. Technicians will remove, re-install and return the unit.

Service call for Advanced Exchange delivery must be made by 2:00 PM CST.
If you have additional questions or would like to purchase LG’s Enhanced Service Plan for your recently purchased displays, please contact your sales representative:
3-Year TTL Options

Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

4 and 5-Year TTL Options

Extended Service*
Extends length of warranty coverage of the product beyond the basic warranty.

Quick Swap (Advanced Exchange)
Next Business Day Delivery
Receive a replacement unit within 1 business day. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

Quick Swap (Advanced Exchange)
2nd Business Day Delivery
Receive a replacement unit within 2 business days. Minimize down time and quickly get the device up and running. LG will provide a return box and prepaid return shipping label for customer to return the unit.

* 6YR option available for select models.